



**Bank Tellers** assist customers by completing various account transactions such as cashing checks, issuing savings withdrawals, and receiving deposits and loan payments. They follow established guidelines to record transactions and comply with bank operations and security procedures.

#### Example Positions

*Account Representative, Bank Teller, Branch Operations Specialist, Customer Relationship Specialist, Customer Service Associate (CSA), Financial Services Representative (FSR), Member Services Representative, Personal Banking Representative, Roving Teller, Teller*

## Competencies

**Time Management** – They focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. They are able to manage multiple responsibilities while being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

**Applying Standard Practices** – Individuals who exhibit this competency follow well-established processes or techniques when completing any given task. They tend to consult management when situations fall outside the scope of defined practices.

**Quality Focus** – Bank Tellers ensure that all work in one's own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

**Accountability** – They take responsibility for their own performance and accept full ownership of issues, problems, and opportunities, regardless of the source.

**Helpfulness** – Individuals who exhibit this competency are able to convey a helpful demeanor to customers in all circumstances. They follow through with customers to ensure requests are fulfilled and complaints are addressed in a timely manner.

## Representative Behaviors

- Stays on top of concurrent tasks and activities effectively
- Works within existing practices
- Demonstrates great attention to detail
- Takes responsibility for own mistakes
- Follows through to fulfill requests or answer questions to the customer's satisfaction



### Bank Teller Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity